

FIG. 1

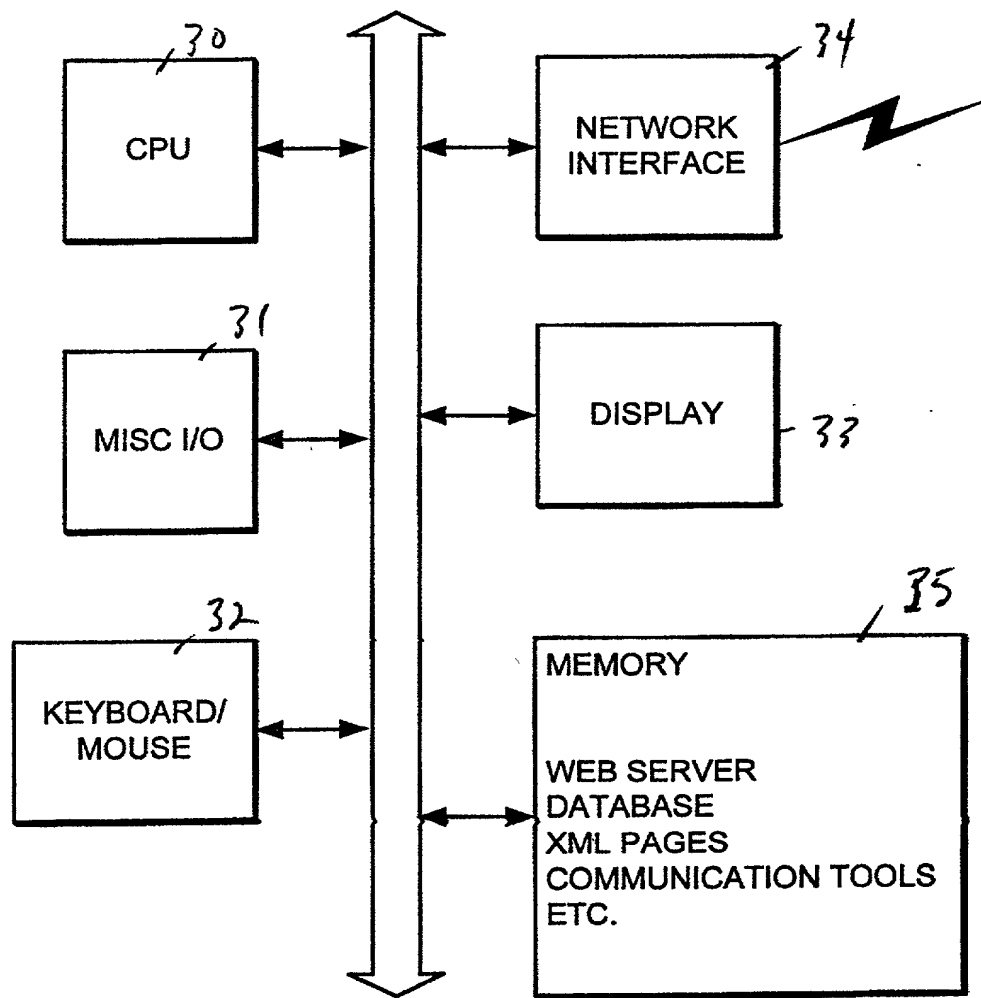


FIG. 2

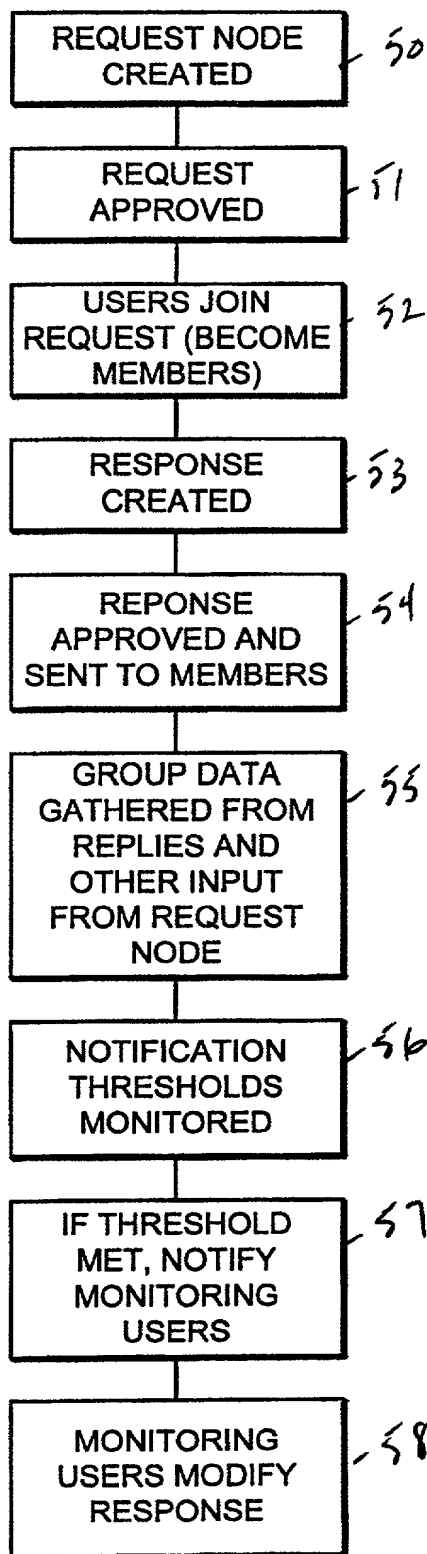


FIG. 3

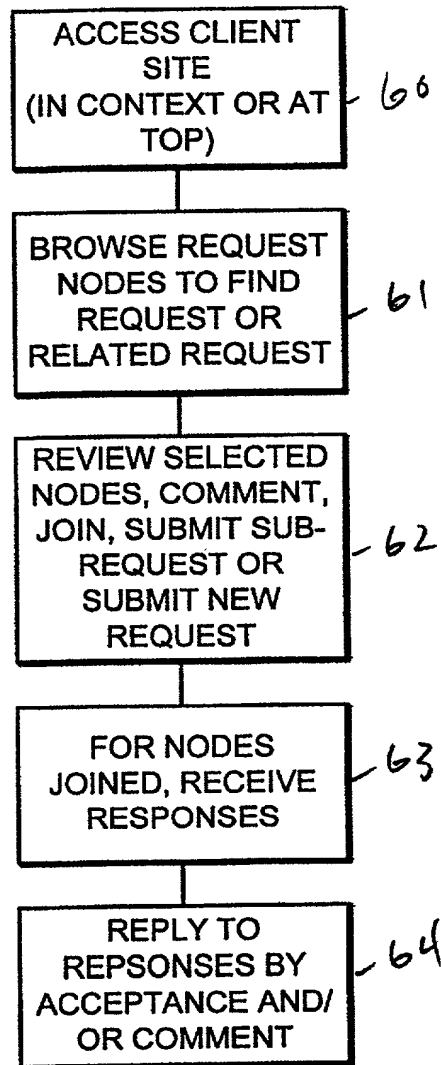


FIG. 4

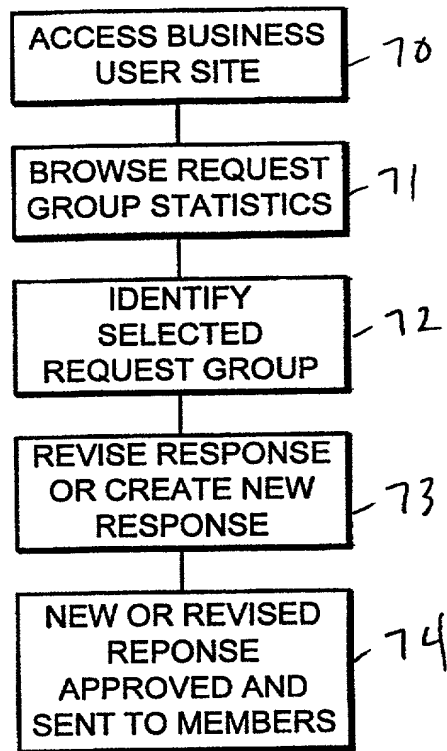


FIG 5

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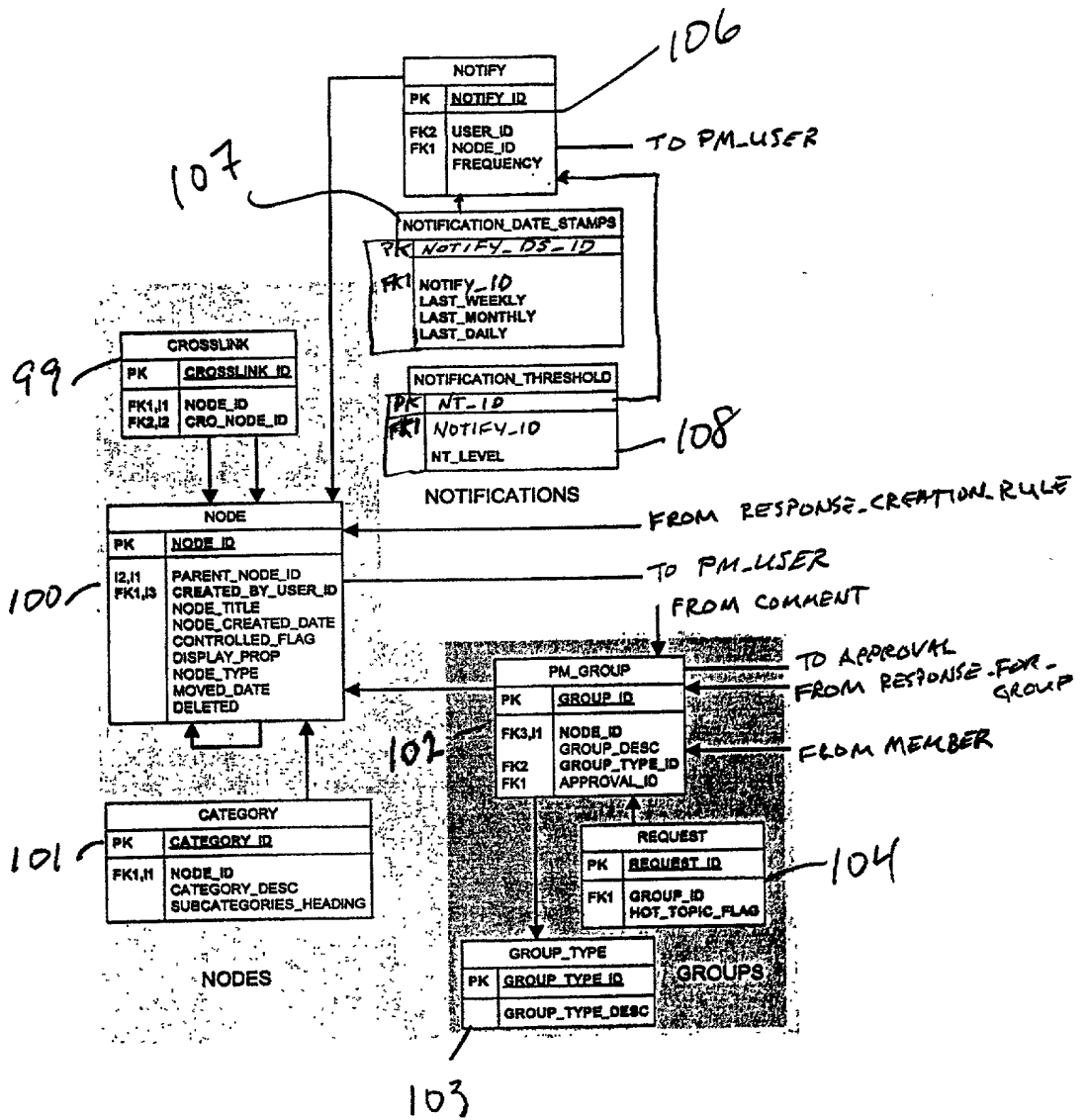


FIG. 6A

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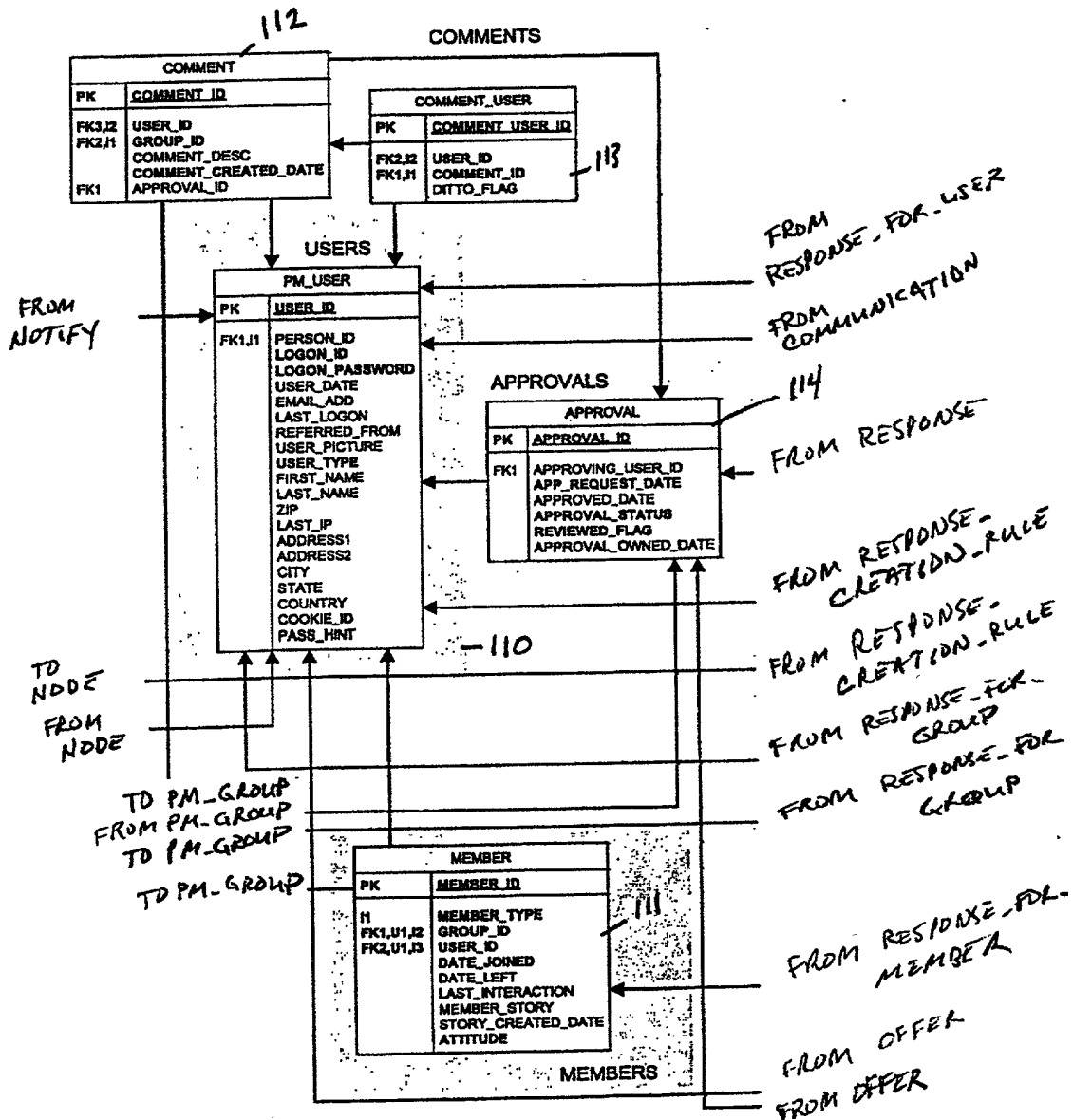


FIG. 6B

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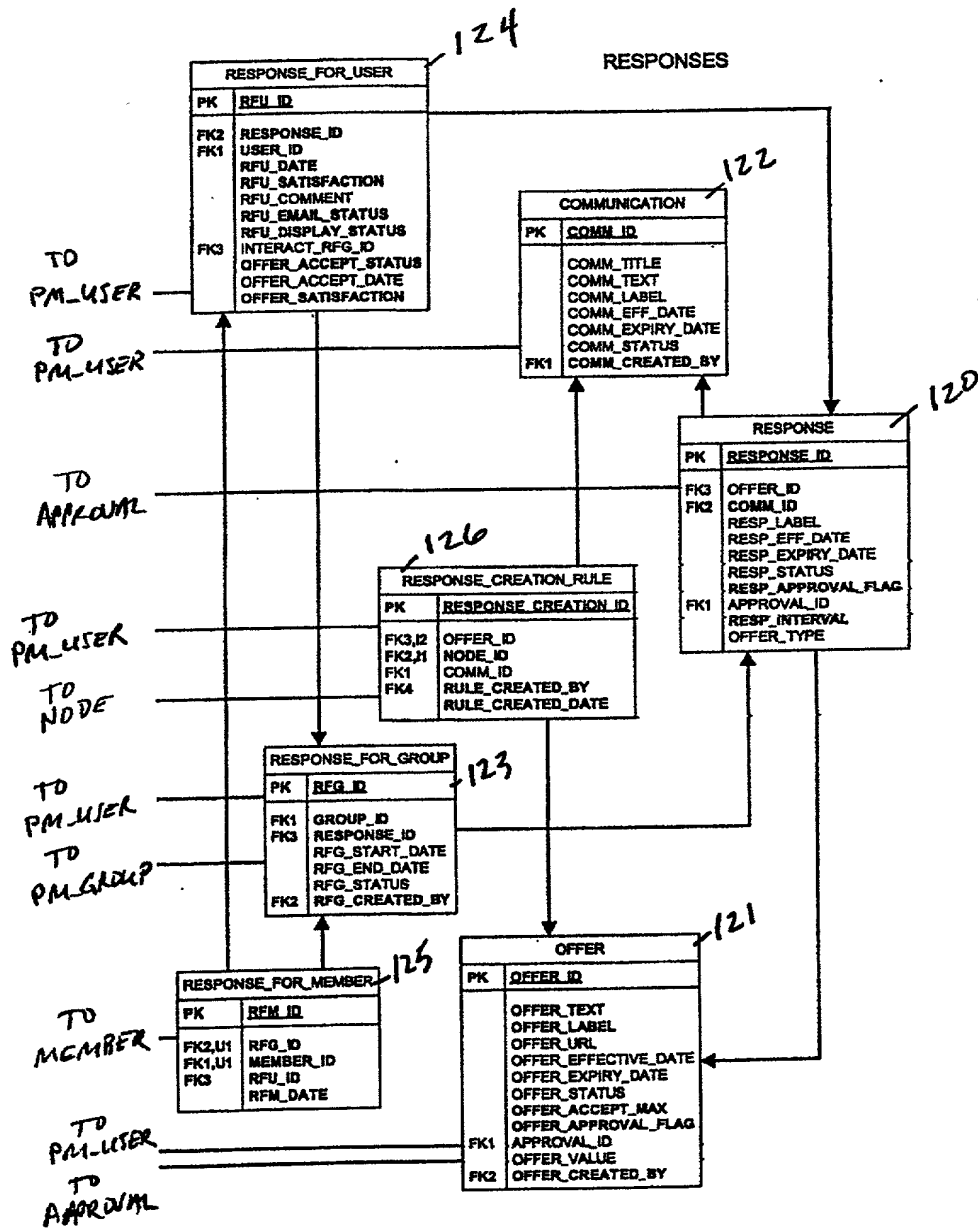



FIG. 6C

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Welcome


200 ↓


invent

→ search
→ contact us

- go to product -


→ help
→ your account
→ technical support


Your cart is empty

Buy Online or Call
1-888-999-4747

209 → → sign in → register

other countries

 view cart

Please tell us what you want

Issues Suggestions Thoughts Feedback

>> Top

I want: 208 Search

201


Browse the Request Directory

Product Availability & Information ← 202 Printers etc., Computers, Digital Photo, Mobile...	Purchasing Experience -205 Website, Presales, Ordering, Shopping Cart...
Shipping / Delivery / First Use 203 Options, Pricing, Tracking, Delivery Time...	Product Support -205 Standard, Extended, Service Options
Special Promotions / Coupons & Rebates 204 Updates, Specials, New Products, Coupons...	Customer Service & Assistance 207 Urgent, Phone, Email, Chat...

FIG. 7

Welcome


200 ↓


invent

→ search
→ contact us
→ hpshopping home

- go to product -


→ help
→ your account
→ technical support


Your cart is empty

Buy Online or Call
1-888-999-4747

209 → → sign in → register

other countries

 view cart

Please tell us what you want

Issues Suggestions Thoughts Feedback

>> Top > Product Availability & Information

I want: 208 Search

What aspect of Product Availability & Information is your request about?

Printers etc. ← 220 Back-order out of stock printer cartridges, Suggestions for alternative printer cartridges, Automatic shipments of printer cartridges, Air-tight wrapping to prevent dry out...	Mobile -223 Accessories -224
Computers -221 A Linux-powered laptop, To know Network Interface Card compatibility	
Digital Photo -222 A digital camera that uses 3.5-inch floppies, Camera that uses mini-optical disks for photo storage, Black and white digital camera	

FIG. 8

10/27

Welcome



204
↓

→ sign in → register

other countries

view cart

Please tell us what you want

Issues Suggestions Thoughts Feedback

>> Top > Product Availability & Information > Printers etc.


- search
- contact us
- shopping home

go to product -

- help
- your account
- technical support

cart
→ Your cart is empty

Buy Online or Call
1-888-999-4747

I want: 

What aspect of Printers etc. is your request about?

Please select request(s) or click to read more

- Hot Topic! ☐ Suggestions for alternative printer cartridges ✓
- ☐ Suggestions for compatible cartridges.
 - ☐ Back-order out of stock printer cartridges
 - ☐ Notification when product is back in stock
 - ☐ Automatic shipments of printer cartridges
 - ☐ Air-tight wrapping to prevent dry out
 - ☐ Ultraviolet ink
 - ☐ Fax option for 800 series → printers
 - ☐ glow in the dark ink
 - ☐ To purchase a custom logo printer
 - ☐ A red printer cable
 - ☐ To find photographic quality printers.
 - ☐ Discount bulk cartridges when buying a printer@
 - ☐ Discount coupons I can use at any retailer


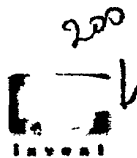
232 Please  or add a new request. 233

FIG. 9

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Welcome



- search
- contact us
- hpshopping home

- go to product -

- help
- your account
- technical support



Buy Online or Call
1-888-999-4747

²⁰⁹ → sign in → register

other countries

view cart

Please tell us what you want

Issues Suggestions Thoughts Feedback

>> [Top](#) > [Product Availability & Information](#) > [Printers etc.](#) >
Suggestions for alternative printer cartridges

I want: ²⁰⁸

Suggestions for alternative printer cartridges ²³⁵

When a printer cartridge is out of stock, I want an alternative recommended that will also work, is in stock and can be ordered right away.

[\[see more specific requests\]](#)

- ☐ I want that tool
 - ☐ I have a more specific request
 - ☐ No thank you
 - ☐ I am opposed!
- } ²³⁶

More specific requests

- [Suggestions for compatible cartridges.](#)
- } ²³⁷

[Make a more specific request](#)

Comments

There are no comments to display

} ²³⁸

FIG. 10

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Welcome

[→ sign in](#)

[→ register](#)

[other countries](#)

 [view cart](#)



Please tell us what you want

[Issues](#)[Suggestions](#)[Thoughts](#)[Feedback](#)

- [→ search](#)
- [→ contact us](#)
- [→ hpshopping home](#)

[- go to product -](#)

- [→ help](#)
- [→ your account](#)
- [→ technical support](#)

 **cart**

[→ Your cart is empty](#)

Buy Online or Call
1-888-999-4747

Write a New Request

Please write your request. We will review it and respond by email. If your request meets our guidelines, we will publish it so that other people can make suggestions on what we should do for this issue.

1. Please describe what you want: (Please state this as a positive request!)

Faster printers

234.

2. Please give a brief summary of your request:

[Top>Product Availability & Information](#)

I want:

240

241

FIG. 11

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Welcome

[sign in](#)

[register](#)

[other countries](#)

 [view cart](#)



- [search](#)
- [contact us](#)
- [hpshopping home](#)

[go to product](#)

- [help](#)
- [your account](#)
- [technical support](#)

 [cart](#)
→ Your cart is empty

Buy Online or Call
1-888-999-4747

Please tell us what you want

Issues Suggestions Thoughts Feedback

New User? [Sign Me Up.](#)

Please log in or register so that we can make you an offer

email address:

password:

- 245
 - 246

☐ remember email and password
([what's this?](#))

[Submit](#)

[forgot your password?](#)

By selecting "submit," you agree with the [terms of use](#) and [policies](#) pertaining to this site.

FIG. 12

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improving the customer experience

Welcome, [Logout](#) [Help](#)

[Home](#) [Service Queues](#) [Responses](#) [Content](#) [Administration](#)

[Browse](#) [Critical Issues](#) [Tracking](#) [Feedback](#) [Charts](#) [Search](#)

Top

☐ Product Availability & Information

Printers etc. (12 requests), Computers (2 requests), Digital Photo (3 requests), Mobile...

☐ Shipping / Delivery/ First Use

Options (4 requests), Pricing (1 request), Tracking (3 requests), Delivery Time (2 requests)...

☐ Special Promotions / Coupons & Rebates

Updates, Specials (2 requests), New Products (1 request), Coupons (3 requests)...

☐ Purchasing Experience

Website (9 requests), Presales (1 request), Ordering (1 request), Shopping Cart (3 requests)...

☐ Product Support

Standard, Extended, Service Options (2 requests), Consistent 1-Year Warranty

☐ Customer Service & Assistance

Urgent, Phone (5 requests), Email (3 requests), Chat...

TRACK THIS CATEGORY? ☐

FIG. 13

improving the customer experience

Welcome, [Logout](#) [Help](#)

[Home](#) [Service Queues](#) [Responses](#) [Content](#) [Administration](#)

[Browse](#) [Critical Issues](#) [Tracking](#) [Feedback](#) [Charts](#) [Search](#)

Top >>

Product Availability & Information

TRACK THIS CATEGORY? ☐

☐ Printers etc.

Back-order out of stock printer cartridges (2 requests), Suggestions for alternative printer cartridges (2 requests), Automatic shipments of printer cartridges, Air-tight wrapping to prevent dry out...

☐ Computers

A Linux-powered laptop, To know Network Interface Card compatibility

☐ Digital Photo

A digital camera that uses 3.5-inch floppies, Camera that uses mini-optical disks for photo storage, Black and white digital camera

☐ Mobile

☐ Accessories

FIG. 14

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Top > [Product Availability & Information >>](#)

Printers etc.

TRACK THIS CATEGORY? ☐

Add a new request

316

Characteristics	Title	Comments	Number Members	Tracking	Number Tracking
Hot Topic	<u>Suggestions for alternative printer cartridges</u>	None	22	<input checked="" type="checkbox"/>	3
	<u>Suggestions for compatible cartridges.</u>	None	15	<input type="checkbox"/>	1
	<u>Back-order out of stock printer cartridges</u>	Comments	35	<input checked="" type="checkbox"/>	2
	<u>Notification when product is back in stock</u>	None	6	<input type="checkbox"/>	1
	<u>Automatic shipments of printer cartridges</u>	None	7	<input type="checkbox"/>	1
	<u>Air-tight wrapping to prevent dry out</u>	Comments	6	<input type="checkbox"/>	1
	<u>Ultraviolet ink</u>	None	4	<input type="checkbox"/>	1
	<u>Fax option for 800 series. Printers</u>	None	2	<input type="checkbox"/>	0
	<u>glow in the dark ink</u>	None	2	<input type="checkbox"/>	1
	<u>To purchase a custom logo printer</u>	None	1	<input type="checkbox"/>	1
New	<u>Folding/compact printer</u>	None	1	<input type="checkbox"/>	1
	<u>Waterproof ink.</u>	None	1	<input type="checkbox"/>	1
	<u>A red printer cable</u>	None	1	<input type="checkbox"/>	0
	<u>To find photographic quality printers.</u>	None	1	<input type="checkbox"/>	0
New	<u>Glitter ink.</u>	None	1	<input type="checkbox"/>	0
	<u>Discount bulk cartridges when buying a printer@</u>	None	22	<input checked="" type="checkbox"/>	2
	<u>Discount coupons I can use at any retailer</u>	None	7	<input type="checkbox"/>	0

310

311

312

313

314

315

FIG. 15

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Welcome

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improving the customer experience

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Back-order out of stock printer cartridges

[< back](#)

Display Comments

Name	Comment	Attitude
Alkes Price	You can also look for an alternative cartridge. And ask for <u>help</u> with <u>that</u> too!	AGREE
Susan Berman	Learning when out-of-stock products will definitely be available would be useful.	AGREE

↑

321

↑

320

↑

322

FIG.16

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FK.17

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improving the customer experience

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[Feedback](#)

[Shorts](#)

[Search](#)

[GO](#)

[Top](#) > [Product Availability & Information](#) > [Printers etc.](#) >>

Back-order out of stock printer cartridges

TRACK THIS REQUEST

Request Detail

Full text of request (edit): When a printer cartridge is out of stock, I want to back order it] 330

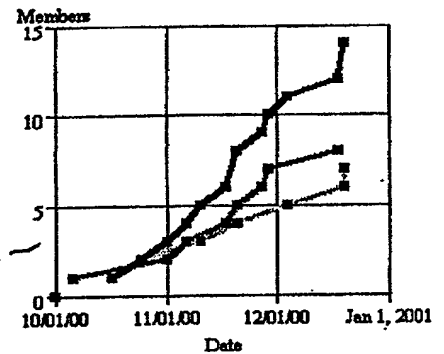
Is request a Hot Topic? ☐] 331

Membership Summary

	Total	Agree	Oppose	Satisfied	Dis.	Accept	Reject
Members	35	33	2	6	11	15	3
Stories	0	0	0	0	0	0	0
Comments	2	2	0	1	0	0	1

Show Chart: [Members](#)

☒ Want
 ☒ Opposed
 ☒ Accepted
 ☒ Rejected
 ☒ No Resolution



Employees tracking this request

Name
 Rich Pusateri
 Howard Hartenbaum

Email

_____@com
 _____@com

Subrequests

Add a new request

Characteristics

Title

Notification when product is back in stock

Comments Number Tracking
 None 6 1

[Track](#)

Responses

Make a new response

Status	Created by	Date created	End Date	Response ID	#Responses sent	Average satisfaction	Communication title	Communication label	Expiry interval	Offer label	Offer type	One time offer	%Offers accepted
Active		12/20/2000		77	26		backorder	backorder	90	backorder	Spiff	Yes	0
		12/12/2000		73	26	4.0	back order	back order	90	back order	Spiff	Yes	4
		10/17/2000		1	27	2.9	We are sorry but we cannot back order items for you	cannot backorder items	365	search cartridge	Spiff	Yes	52

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Improving the customer experience

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Design Response

Step 1 of 5

Specify Response for "Back-order out of stock printer cartridges"

Make response to subrequests as well?

341 ☒ Notification when product is back in stock

Select communication template: ☒ New 342

Select offer template: ☒ None

Type: ☐ Solution ☒ Spiff 344

Expires: ☐ 30 days after receipt ☐ 90 days after receipt ☒ 1 year after receipt ☐ Never 345

[Cancel](#)

[Next >](#) 346

FIG. 18

FIG. 19

Improving the customer experience

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[Browse](#) [Critical Issues](#) [Tracking](#) [Feedback](#) [Shorts](#) [Search](#) [GO](#)

Design Response

Step 2 of 5

Customize Response for "Back-order out of stock printer cartridges"

Communication Data:

Label: 350

Title: 351

Text: 352

[Cancel](#)

[< Back](#)

[Next >](#) 353

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Welcome,

Logout Help

Improving the customer experience

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GO

Design Response

Step 3 of 5

Preview Web Response for "Back-order out of stock printer cartridges"

Communication Label: test
Offer Label: None

Customers will see a page similar to this when they select the request:

tests — 357

Thank you for requesting "Back-order out of stock printer cartridges"

tested 358 359

Are you satisfied with this response?

☐ Very dissatisfied ☐ Slightly dissatisfied ☐ Neutral ☐ Somewhat satisfied ☒ Totally satisfied J

If you have a comment on our response, please let us know
[Input text area for comment will be here] J 360

Submit

361

Cancel

< Back

Next >

362

FIG. 20

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Design Response

Step 4 of 5

Preview Email Response for "Back-order out of stock printer cartridges"

Communication Label: test
Offer Label: None

The 35 customers who've already made this request will be sent an email message similar to the following once you confirm this response:

From: response@hp.com
Subject: tests

tested

To respond please go to
<http://URL>

If you no longer wish to receive these messages go to
<http://URL2>

365

[Cancel](#) [< Back](#) [Next >](#)

FIG. 21

Design Response

Step 5 of 5

Confirm Response for "Back-order out of stock printer cartridges"

- Send to: Back-order out of stock printer cartridges
 - Send to: Notification when product is back in stock

) 368

Title: tests
Communication label: test
Offer label: None Expires: 1 year after receipt

[Cancel](#) [< Back](#) [Finish](#)

← 369

FIG. 22

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Improving the customer experience

300 V

Welcome,

Logout Help

Analysis Service Queues Responses Content Administration

Per Category

My Approvals



My Categories

Share

Search

GO

Top > Product Availability & Information >>

Printers etc.Browse down:  **Requests Pending Approval [2]**

Title	Date submitted	Created by	Worked on by	Since
<u>Glitter ink.</u>	12/20/00	Rich Pusateri		
<u>Folding/compact printer</u>	11/02/00	Howard Hartenbaum		

]-375

Comments Pending Approval [0]

There are no comments pending approval in this context.

]-376

FIG. 23

Improving the customer experience

300 V

Welcome,

Logout Help

Analysis Service Queues Responses Content Administration

Templates

Response History

Response Detail

Feedback

Share

Search

GO

Top > Product Availability & Information >>

Printers etc.

< back

Create Communication Template



Label:	<input type="text"/>	Find 
Title:	<input type="text"/>	
Description:	<input type="text"/>	
Submit 		

FIG 24

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improving the customer experience

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[Templates](#) [Response History](#) [Response Detail](#) [Feedback](#) [Share](#) [Search](#)

Top > Product Availability & Information >>

Printers etc.[< back](#)**Create Offer Template**

Label:	<input type="text"/>	<input type="button" value="Find"/>
One Time Offer:	<input checked="" type="radio"/> Yes <input type="radio"/> No	
URL:	<input type="text"/>	
Description:	<input type="text"/>	
<input type="button" value="Submit"/>		

FIG. 25

improving the customer experience

Welcome, [Logout](#) [Help](#)

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[Edit](#) [Move](#) [New Crosslink](#) [New Category](#) [New Request](#) [Search](#)

Top > Product Availability & Information >>

Printers etc.[Browse down:](#) **Edit Category**

Title:

Description:

Sub-Categories:

Heading:

Placement: ☒ Left ☐ Right

☒ Should customers be allowed to create requests within this category?

FIG. 26

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Welcome, 

[Logout](#) [Help](#)

 Improving the customer experience

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[Edit](#) [Move](#) [New Sprocklink](#) [New Category](#) [New Request](#) [Search](#) [Go](#)

[Top](#) > [Product Availability & Information](#) > [Printers etc.](#) >>

Back-order out of stock printer cartridges

[< back](#)

Add New Request

1. Please describe what you want: (Please state this as a positive request!)

2. Please give a brief summary of your request:

I want:

☒ Check to track request

☐ Check to make request a hot topic

[Cancel](#) [Submit](#)

FIG. 27

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Welcome,

improving the customer experience

Tracking Cueses Response Templates Content Admin.

Logout

See all

My queue

Search:

Approve request

You are now working on this request. Click [here](#) to cancel.

Please review request and reword in a positive way if necessary.

1. The request location is: Top > Product Availability & Information > Printers etc. > Back-order out of stock printer cartridges > u3'

2. The story is:

There is no story for this request.

3. The Request is:

u3'

4. The request title is:

u3'

5. If necessary, choose another location for this request

6. (If necessary) Escalate to:

email@host.com

8. Design the response:

☐ Use parent's response: We are Sorry.
Communication: "apology" Offer: "search cartridge" Solution
Expires: 365 days after receipt

8a. Select communication template **New**

8b. (Optional) Choose an offer: **None**

☐ Solution ☒ Spiff

8c. Expires: ☐ 30 days after receipt ☐ 90 days after receipt ☒ 1 year after receipt ☐ Never

Submit


7. What to do with this request:

- ☐ Accept
☐ Keep private
☒ Reject (System will design response for you)

FIG. 28

25/27

Top

Browse down: 

Largest Dissatisfied Requests

380 ↓

Rank	Title	Members	Satisfaction
1	<u>Back-order out of stock printer cartridges</u>	35	3.0
2	<u>Suggestions for alternative printer cartridges</u>	22	3.4
3	<u>Discount bulk cartridges when buying a printer</u>	22	3.4
4	<u>Post delivery satisfaction surveys via email (not postcards)</u>	15	3.2
5	<u>The option to get a call-back from a Service Representative</u>	15	3.3

Most Dissatisfied Requests

381 ↓

Rank	Title	Members	Satisfaction
1	<u>Occasional promotional coupons when I make a purchase</u>	4	1.0
2	<u>Better navigation.</u>	3	1.0
3	<u>Automatic log-in during return site visit</u>	2	1.0
4	<u>No errors on checkout.</u>	2	1.0
5	<u>Fix order confirmation page link</u>	4	2.0

Fastest Growing Requests

No Data Available

More Critical Requests

383 ↓

Rank	Title	Members	Satisfaction
1	<u>Better navigation.</u>	3	1.0
2	<u>Automatic log-in during return site visit</u>	2	1.0
3	<u>No errors on checkout.</u>	2	1.0
4	<u>purchasing management workflow</u>	1	2.0
5	<u>Black and white digital camera</u>	2	2.0

FIG. 29

know it all

- Home
- Products
 - Handhelds
 - Prism
 - Platinum
 - Deluxe
 - Springboard Modules
 - Accessories
 - Handspring Stuff
- Software Links
- Developers
- The Company
- Customer Support

Overview | Compare | Buy it!
 Details | Photos | FAQs
 Or call 1-888-565-9393

Want to know how well the Solo and M100 stack up against the competition? We thought so. Which is why this competitive comparison chart should come in handy.



now only
\$149
 for a limited time*

Feature	Solo	M100
Operating System	Handspring OS	Handspring OS
Connects (via Springboard modules)	Yes	No
Connects to PC	Yes	No
Connects to Mac	Yes	No
Connects to Palm OS	Yes	No
Connects to Windows	Yes	No
Connects to Linux	Yes	No
Connects to BeOS	Yes	No
Connects to OS/2	Yes	No
Connects to Solaris	Yes	No
Connects to IRIX	Yes	No
Connects to AIX	Yes	No
Connects to HP-UX	Yes	No
Connects to Tru64	Yes	No
Connects to OpenVMS	Yes	No
Connects to VMS	Yes	No
Connects to OS/390	Yes	No
Connects to z/OS	Yes	No
Connects to z/VSE	Yes	No
Connects to z/VS1	Yes	No
Connects to z/VS2	Yes	No
Connects to z/VS3	Yes	No
Connects to z/VS4	Yes	No
Connects to z/VS5	Yes	No
Connects to z/VS6	Yes	No
Connects to z/VS7	Yes	No
Connects to z/VS8	Yes	No
Connects to z/VS9	Yes	No
Connects to z/VS10	Yes	No
Connects to z/VS11	Yes	No
Connects to z/VS12	Yes	No
Connects to z/VS13	Yes	No
Connects to z/VS14	Yes	No
Connects to z/VS15	Yes	No
Connects to z/VS16	Yes	No
Connects to z/VS17	Yes	No
Connects to z/VS18	Yes	No
Connects to z/VS19	Yes	No
Connects to z/VS20	Yes	No
Connects to z/VS21	Yes	No
Connects to z/VS22	Yes	No
Connects to z/VS23	Yes	No
Connects to z/VS24	Yes	No
Connects to z/VS25	Yes	No
Connects to z/VS26	Yes	No
Connects to z/VS27	Yes	No
Connects to z/VS28	Yes	No
Connects to z/VS29	Yes	No
Connects to z/VS30	Yes	No
Connects to z/VS31	Yes	No
Connects to z/VS32	Yes	No
Connects to z/VS33	Yes	No
Connects to z/VS34	Yes	No
Connects to z/VS35	Yes	No
Connects to z/VS36	Yes	No
Connects to z/VS37	Yes	No
Connects to z/VS38	Yes	No
Connects to z/VS39	Yes	No
Connects to z/VS40	Yes	No
Connects to z/VS41	Yes	No
Connects to z/VS42	Yes	No
Connects to z/VS43	Yes	No
Connects to z/VS44	Yes	No
Connects to z/VS45	Yes	No
Connects to z/VS46	Yes	No
Connects to z/VS47	Yes	No
Connects to z/VS48	Yes	No
Connects to z/VS49	Yes	No
Connects to z/VS50	Yes	No
Connects to z/VS51	Yes	No
Connects to z/VS52	Yes	No
Connects to z/VS53	Yes	No
Connects to z/VS54	Yes	No
Connects to z/VS55	Yes	No
Connects to z/VS56	Yes	No
Connects to z/VS57	Yes	No
Connects to z/VS58	Yes	No
Connects to z/VS59	Yes	No
Connects to z/VS60	Yes	No
Connects to z/VS61	Yes	No
Connects to z/VS62	Yes	No
Connects to z/VS63	Yes	No
Connects to z/VS64	Yes	No
Connects to z/VS65	Yes	No
Connects to z/VS66	Yes	No
Connects to z/VS67	Yes	No
Connects to z/VS68	Yes	No
Connects to z/VS69	Yes	No
Connects to z/VS70	Yes	No
Connects to z/VS71	Yes	No
Connects to z/VS72	Yes	No
Connects to z/VS73	Yes	No
Connects to z/VS74	Yes	No
Connects to z/VS75	Yes	No
Connects to z/VS76	Yes	No
Connects to z/VS77	Yes	No
Connects to z/VS78	Yes	No
Connects to z/VS79	Yes	No
Connects to z/VS80	Yes	No
Connects to z/VS81	Yes	No
Connects to z/VS82	Yes	No
Connects to z/VS83	Yes	No
Connects to z/VS84	Yes	No
Connects to z/VS85	Yes	No
Connects to z/VS86	Yes	No
Connects to z/VS87	Yes	No
Connects to z/VS88	Yes	No
Connects to z/VS89	Yes	No
Connects to z/VS90	Yes	No
Connects to z/VS91	Yes	No
Connects to z/VS92	Yes	No
Connects to z/VS93	Yes	No
Connects to z/VS94	Yes	No
Connects to z/VS95	Yes	No
Connects to z/VS96	Yes	No
Connects to z/VS97	Yes	No
Connects to z/VS98	Yes	No
Connects to z/VS99	Yes	No
Connects to z/VS100	Yes	No

* Solo does come Macintosh compatible out-of-the-box and is enabled for USB synchronization, it does not come with a cradle. To take advantage of these features you will need to buy a cradle, sold separately.

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FIG. 30

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FIG. 31